

Fitness Services

The [findings](#) on "Fitness Services" from the Fall 1997 Sample Survey of Military Personnel (F'97SSMP) provide officer and enlisted data on: service use, reasons for not using Army/DoD fitness services, satisfaction, and factors most important in meeting customer expectations.

Findings include:

- A high percentage of officers and enlisted (81%) reported using Army/DoD fitness services. Of those using Army/DoD fitness services, about two-thirds of officers and enlisted reported using them on a weekly or more frequent basis.
- A lesser percent reported using civilian/public fitness services (31% O, 24% E); of the users, almost half (49% O, 45% E) reported using civilian/public fitness services on a weekly or more frequent basis.
- Of non-Army/DoD users, having their own equipment was the primary factor reported for not using Army/DoD fitness services (56% O, 39% E). This was followed by approximately one-third citing inconvenient hours/location as a factor in their not using Army/DoD fitness services (35% O, 33% E).
- Satisfaction of those reporting using Army/DoD fitness services was high (79% O, 80% E) as was satisfaction of those using civilian/public fitness services (82% O, 71% E).
- The majority of those using Army/DoD fitness services reported that the following factors met their expectations: variety/quality of equipment, waiting time, quality of facilities, variety and quality of programs, etc.
- The top four most important factors cited relating to Army only fitness services were: quality of equipment, convenience of hours, variety of equipment, and quality of facilities.

FITNESS SERVICES

Findings from the Fall 1997 Sample Survey of Military Personnel

OVERALL FINDINGS

1. Overview

a. Four-fifths of officers (81%) and enlisted personnel (81%) reported using Army/DoD fitness services. Of those who reported using Army/DoD fitness services, approximately two-thirds of officers (67%) and enlisted personnel (61%) reported using the services on a weekly or more frequent basis.

b. Approximately three-tenths (31%) of officers and one-fourth (24%) of enlisted personnel reported using Civilian/Public fitness services. Of those who reported using Civilian/Public fitness services, almost one half of officers (49%) and enlisted personnel (45%) reported using the services on a weekly or more frequent basis.

c. Of those who reported not using Army/DoD fitness services, over one-half (56%) of officers and almost two-fifths (39%) of enlisted agreed that having their own equipment was a factor in their not using Army/DoD fitness services. Approximately one-third of officers (35%) and enlisted personnel (33%) agreed that a factor in their not using Army/DoD fitness services was that the hours/location are not convenient.

d. Of those who reported using Army/DoD fitness services, four-fifths of officers (79%) and enlisted personnel (81%) were very satisfied/satisfied with the services.

e. Of those who reported using Civilian/Public fitness services, four-fifths (82%) of officers and seven-tenths (71%) of enlisted personnel were very satisfied/satisfied with the services.

Prepared for:
Department of the Army
ATTN: CFSC-PNA
POC: Dr. Richard Fafara
2461 Eisenhower Avenue
Alexandria, VA 22331
(703) 325-4356

Prepared by:
U.S. Army Research Institute
Behavioral and Social Sciences
Army Personnel Survey Office
ATTN: TAPC-ARI-PS
5001 Eisenhower Avenue
Alexandria, VA 22333-5600
POC: Kathy Woolbright
(703) 617-7808 DSN 767-7808
APSO@ARI.ARMY.MIL
July 7, 1998

FITNESS SERVICES

Findings from the Fall 1997 Sample Survey of Military Personnel

OVERALL FINDINGS (continued)

f. When asked if their expectations regarding Army only fitness services were met, the majority of officers and enlisted personnel who reported using these services agreed that the variety of equipment, quality of equipment, waiting time to use equipment, quality of facilities, variety of programs, quality of programs, helpfulness of staff, convenience of hours, and convenience of location have met their expectations.

g. Officers and enlisted personnel reported that the top four most important factors related to Army only fitness services are quality of equipment, convenience of hours, variety of equipment, and quality of facilities.

2. How often do you currently use Army/DoD fitness services?

a. Four-fifths of officers (81%) and enlisted personnel (81%) reported using Army/DoD fitness services.

b. Of those who reported using Army/DoD fitness services, approximately two-thirds of officers (67%) and enlisted personnel (61%) reported using the services on a weekly or more frequent basis.

c. Of those who reported using Army/DoD fitness services, approximately one-sixth of officers (16%) and enlisted personnel (17%) reported using the services one to three times a month.

3. How often do you currently use Civilian/Public fitness services?

a. Approximately three-tenths (31%) of officers and one-fourth (24%) of enlisted personnel reported using Civilian/Public fitness services.

b. Of those who reported using Civilian/Public fitness services, almost one half of officers (49%) and enlisted personnel (45%) reported using the services on a weekly or more frequent basis.

c. Of those who reported using Civilian/Public fitness services, one fifth of officers (20%) and enlisted personnel (20%) reported using the services one to three times a month.

FITNESS SERVICES

Findings from the Fall 1997 Sample Survey of Military Personnel

OVERALL FINDINGS (continued)

4. How satisfied are you with the fitness services you use?

a. Of those who use Army/DoD fitness services, four-fifths of officers (79%) and enlisted personnel (81%) reported being very satisfied/satisfied with the services.

b. Of those who reported not using Army/DoD fitness services, over one-half (56%) of officers and almost two-fifths (39%) of enlisted agreed that having their own equipment was a factor in their not using Army/DoD fitness services. Approximately one-third of officers (35%) and enlisted personnel (33%) agreed that a factor in their not using Army/DoD fitness services was that the hours/location is not convenient.

c. Of those who use Civilian/Public fitness services, four-fifths (82%) of officers and seven-tenths (71%) of enlisted personnel reported being very satisfied/satisfied with the services.

5. Have your expectations been met with the Army only fitness services you have used?

a. When asked if their expectations regarding Army only fitness services were met, the majority of officers and enlisted personnel who reported using these services agreed that the variety of equipment, quality of equipment, waiting time to use equipment, quality of facilities, variety of programs, quality of programs, helpfulness of staff, convenience of hours, and convenience of location have met their expectations (see Table 1).

Table 1. Army Only Fitness Services

ASPECTS OF SERVICE	MEETS EXPECTATIONS		
	Officers Yes	Enlisted Yes	Total Yes
Convenience of Location	87%	87%	87%
Variety of Equipment	84%	86%	86%
Quality of Equipment	82%	86%	85%
Quality of Facilities	77%	84%	82%
Convenience of Hours	76%	75%	75%
Quality of Programs	76%	75%	75%

Variety of Programs	74%	72%	72%
Wait to use Equipment	73%	68%	69%
Helpfulness of Staff	69%	67%	67%

FITNESS SERVICES

Findings from the Fall 1997 Sample Survey of Military Personnel

OVERALL FINDINGS (continued)

b. When officers and enlisted personnel were asked to select the three most important factors related to Army only fitness services, quality of equipment, convenience of hours, variety of equipment, and quality of facilities were selected most frequently (see Table 2).

Table 2. Army Only Fitness Services

ASPECTS OF SERVICES	MOST IMPORTANT FACTORS		
	Officers	Enlisted	Total
Variety of Equipment	51%	58%	57%
Quality of Equipment	63%	53%	54%
Convenience of Hours	54%	48%	50%
Quality of Facilities	50%	43%	45%
Convenience of Location	28%	31%	30%
Wait to use Equipment	31%	28%	29%
Helpfulness of Staff	8%	14%	13%
Variety of Programs	6%	13%	11%
Quality of Programs	4%	8%	7%